

# Job description

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| <b>Job Title:</b>  | <b>Suicide Liaison Manager</b>   |
| <b>Location:</b>   | Home based (with travel across Portsmouth, Hampshire, Southampton & the Isle of Wight) |
| <b>Managed by:</b> | Regional Manager   |
| <b>Hours:</b>      | 17.5   |
| <b>Contract:</b>   | Part Time, Fixed Term for 3 years  |
| <b>Salary:</b>     | FTE: £30,151 (pro rata £15,075.5)  |

## JOB DESCRIPTION

This Suicide Liaison Manager will manage a team of Suicide Liaison Workers, a CYP Counsellor and work with a team of volunteers who deliver support to adults, children and young people who are bereaved by suicide in Hampshire, Southampton, Portsmouth, and the Isle of Wight.

The post holder will implement and monitor the day-to-day operations of the service in line with contractual obligations, ensuring grieving people can access a range of high-quality bereavement support and are informed about the services available to them.

### Key responsibilities and duties

- Ensure high quality service delivery, in line with the requirements of the service agreement and Cruse policies (including GDPR, complaints and safeguarding).
- Respond to client referrals via phone and email, including safeguarding checks, inputting client details on database, allocation and referring on for further support where required.
- Line management of Suicide Liaison Workers and CYP Counsellor, ensuring supervision and support is in place for staff and service level agreements and targets are met.
- Co-ordinate and facilitate regular team meetings.
- Liaise with Cruse volunteers who support clients through the service - organising regular meetings to share service development and best practice, understanding their capacity to take new clients, ensuring Cruse processes/policies are being followed and ensuring supervision and support are in place.
- Lead on partnership working with other organisations and facilitate partnership events.
- Attend regional meetings to feed into a wider network of emergency services, public health and partners, who work towards suicide prevention and liaise around local incident response.
- Effectively manage waiting lists and ensure client expectations are managed.
- Support the recruitment and induction of new staff, trainees, and volunteers.
- Work collaboratively with Service Delivery Leads and Regional Manager within Cruse.
- Meet funders regularly to review progress and discuss service outcomes/development plans.
- Develop a data collection process that will monitor the impact of the service and produce evidence reports to support this information.

We help people through one of the most painful times in life  
– with bereavement support, information and campaigning.

Charity Registration Number: 208078. A company Limited by Guarantee Number: 638709.

- Monitor evaluations and feedback to illustrate the value of the service (including the collection of case studies).
- Complete all administrative tasks relevant to the post.
- Manage budget spend.

## **OVERVIEW OF RESPONSIBILITIES**

- Develop positive long-term relationships with staff and stakeholders.
- Provide written reports and information as requested.
- Communicate clearly and appropriately with internal colleagues, including bereavement volunteers within the region and to actively promote a positive team environment.
- Produce regular reports in line with contract requirements.
- Provide non-judgmental and accessible support (consider any reasonable adjustments).
- Record clients' details, and case information on our CRM system and monitor the use of CRM.
- Take personal responsibility of your own Health and Safety at work, and that of other people.
- Work within professional guidelines including NICE Suicide Prevention quality Standards and the Support After Suicide Partnership Core Standards.
- Ensure that all current Cruse standards, policies, and procedures are followed across the team and are communicated amongst all relevant staff and volunteers.
- Follow Cruse Safeguarding policies and procedures.
- Handle complaints, feedback and concerns from clients and volunteers.

## **PERSON SPECIFICATION**

### **Essential Experience**

- At least two years' experience of planning, preparing, and delivering a project/service in a community-based service, public sector, or voluntary/charitable organisation, preferably within the field of bereavement.
- Monitoring, evaluation, and quality management experience, about learning outcomes and the impact and effectiveness of service delivery.
- Experience of working under a contract or on a project with specific target outcomes.
- Experience of line management.
- Experience of coordinating, managing and motivating teams of staff and volunteers to deliver services online, via the telephone and in-person.
- Ability to develop and maintain reliable professional relationships within the organisation and with a wide range of partners and service users.
- Experience of working directly with clients who are impacted by bereavement or trauma.
- Experience of working with diverse groups in line with the Equality Act 2010.

### **Desirable experience**

- Experience of working in the field of peer and group support.
- Relevant suicide prevention training e.g. ASIST, STORM, critical incident training and cultural competency training.

## **Knowledge**

- Knowledge and understanding of the ethos and values of the voluntary sector.
- Knowledge and understanding of service operations and safeguarding.
- Understanding of trauma and its impact on daily life.
- Knowledge of bereavement and loss issues, especially around bereavement by suicide.
- Knowledge and understanding of ethnic, religious, and cultural diversity and how to respond when the needs of groups or individuals are not being met.
- Working knowledge of GDPR.
- Understanding of commissioning.

## **Skills**

- Excellent communication (verbal, written, listening skills).
- Ability to maintain professional boundaries on triage calls, whilst still being supportive to clients
- Awareness of own self-care needs.
- Ability to build meaningful relationships in all levels.
- Ability to prepare and produce reports and plans.
- Competent IT skills including excel and use of organisational databases.
- Ability to prioritise, work under pressure and meet deadlines.

## **Personal attributes**

- Ability to function well in an environment where bereavement issues are constantly under discussion.
- Resilience whilst working with clients affected by trauma.
- Ability to work contracted hours flexibly according to the needs of the organisation including some work during the evening and at weekends where needed.
- Ability to motivate, support and develop staff and volunteers.
- Full driving licence and/or have access to a form of transport which allows the post holder to undertake the duties of the post in full. Willingness to travel across Hampshire & Isle of Wight.

## **Commitment**

### *Essential*

- Commitment to Cruse Bereavement Support's mission, vision, and values.
- Commitment to equality, diversity, and inclusion.